**Appendix 1 – BlendED National Complaint Handling Flow Chart**

This flowchart provides a basic guide as to the internal complaint handling and appeals processes that are accessible to BlendED National young people, parents/carers, staff, and the greater BlendED National School communities.

**Informal Processes**

- Concerns or complaints are encouraged to be handled informally in the first instance, using open communication, informal conflict resolution and mediation strategies.
- Young people are encouraged to approach their teachers or a wellbeing support worker at their school to discuss informal resolution approaches.
- Not all issues will suit this approach.

**Formal Processes**

- Formal complaints must be submitted in writing using the prescribed form, either online or by email to complaints@blendednational.edu.au.
- Confirmation will be sent to the complainant upon receipt of a complaint, advising which staff member has been assigned the responsibilities of 'Complaints Manager'.

**Assessment**

- Assessment of complaints will begin within 10 days of receipt and will be conducted in accordance with the BlendED National Complaint Handling Policy and the related guidelines and procedures.
- All related parties to a complaint will expect to be contacted by the Complaints Manager during this assessment period.

**Outcome / Resolution**

- An outcome will be determined by the Complaints Manager regarding all evidence and information collected during the assessment period.
- The outcome/resolution will be communicated with all relevant parties promptly after the assessment is complete.

**Appeals Processes**

- Should any party not be satisfied with the outcome of the complaint handling process they can submit an internal appeal.
- The appeal should be submitted in writing and emailed promptly after the receipt of the outcome to complaints@blendednational.edu.au.
- The COO will assess the appeal and assign an 'Appeals Manager'.

**Appeals Outcome**

- The assigned Appeals Manager will undertake a review of the complaint handling process and resolution/outcome, considering adherence to the Complaint Handling Policy.
- The Appeals Manager will communicate the appeal outcome by formal letter, advising of the external appeal avenues available should the complainant still be unsatisfied.